

Customer Support Directory

RESOURCE	PURPOSE	HOURS/CONTACT INFO
Customer Support for Medicare Modernization/ MMA HELP DESK	<p>Supports all current and prospective Plans (all types) for systems questions, information and assistance including:</p> <ul style="list-style-type: none"> • Connectivity to the Medicare Data Communications Network (MDCN)/CMS Data Center • Access to CMS systems (User ID and password) • File transfer software (Connect:Direct, Secure FTP, HTTPS) • Gentran mailbox server (electronic mailbox) [small plans] • Connectivity and file transfer testing support • File layouts, system letters, user guides, FAQs • Individuals Authorized Access to CMS Computer Systems (IACS) assistance • Coordination with application owners; e.g., MARx, MBD • Coordination with AT&T and CMS Data Center Support • Coordination with other help desks for proper routing of issues • Referral of non-systems questions to Subject Matter Experts 	<p>Toll Free Line: 800-927-8069 6 a.m. – 9 p.m. M-F (EST) <i>Voice mail available after hours</i></p> <p>Web site: www.cms.hhs.gov/mmahelp</p> <p>E-Mail: mmahelp@cms.hhs.gov</p>



Customer Support Directory

RESOURCE	PURPOSE	HOURS/CONTACT INFO
CMS Central Office Health Insurance Specialist and Regional Office Caseworker	<p>Supports all plans in the representative's assigned region(s). These representatives can answer questions on the enrollment system and plan payments. Areas of expertise include:</p> <ul style="list-style-type: none"> ▪ Data submission requirements ▪ File layouts ▪ Report layouts & contents ▪ Rules for field contents ▪ Submittal and transmittal timing ▪ Plan payments (not the plan payment report) <p>These representatives must be contacted about the submission of retroactive transactions prior to submission.</p>	The list of representatives can be found in Appendix B of the Plan Communications User's Guide.



Customer Support Directory

RESOURCE	PURPOSE	HOURS/CONTACT INFO
Palmetto Customer Support & Service Center (CSSC Operations)	<p>Supports MA plans submitting diagnosis data for risk adjustment and MA-PDs and PDPs submitting prescription drug event (PDE) data for Part D, including:</p> <ul style="list-style-type: none"> ▪ Connectivity to Palmetto's MDCN for submission of PDE and RA data ▪ Submitter IDs/passwords for front-end risk adjustment system (FERAS) and the Prescription Drug Front End System (PDFS) ▪ File submission/report retrieval ▪ Error correction ▪ Analysis of data submitted through FERAS and PDFS ▪ Questions about PDE and RA data requirements 	<p>Toll Free Line: 877-534-2772 9 a.m. – 7p.m. M-F (EST) <i>Voice mail available after hours</i></p> <p>Web Site: www.csscoperations.com</p> <p>E-Mail: csscoperations@palmettogba.com</p>



Customer Support Directory

RESOURCE	PURPOSE	HOURS/CONTACT INFO
MDCN Helpline Palmetto GBA	<p>Connectivity support for AT&T Global Network Services (AGNS) to the Medicare Data Communications Network (MDCN)</p> <p>This is an option used by MA plans submitting diagnosis data for risk adjustment and MA-PDs/PDPs submitting prescription drug event (PDE) data for Part D</p>	<p>MCO/MA Toll Free Hot Line: 877-486-7240 8:30 a.m. – 5 p.m. M-F (EST)</p> <p>Toll Free Help Line: 800-905-2069 Option 2 8:30 a.m. – 8:30 p.m. M-F (EST)</p>
AT&T Global Network Services	<p>AT&T network problems</p> <p>Also by referral from CSMM, Palmetto and CMS data center help desks</p>	<p>Toll Free Line: 888-212-6036</p> <p>Callers will need to provide:</p> <ul style="list-style-type: none"> ▪ AT&T account ID ▪ Name ▪ Contact information ▪ Problem description



Customer Support Directory

RESOURCE	PURPOSE	HOURS/CONTACT INFO
Retiree Drug Subsidy (RDS) Call Center	<p>General RDS program information including:</p> <ul style="list-style-type: none"> ▪ RDS application information/deadlines ▪ Secure web site user roles ▪ Upcoming RDS events ▪ Answers to FAQs <p>NOTE: Plans using their existing connectivity to the Coordination of Benefits Contractor (COBC) to submit RDS data should contact the COBC EDI Representatives with file transmission issues</p>	<p>Toll Free Line: 877-RDS-HELP (877-737-4357) 8 a.m. – 6:30 p.m. M-F (EST) TTY: 877-RDS-TTY0 (877-737-8890)</p> <p>Interactive voice recording (IVR) 24 hours a day, 7 days a week</p> <p>Email: rds@cms.hhs.gov</p> <p>Web site: www.rds.cms.hhs.gov</p> <p><i>Any emails should include Name; phone #; Plan Sponsor name & ID and Application ID. Do not include any Personal Health information (PHI) in emails.</i></p>



Customer Support Directory

RESOURCE	PURPOSE	HOURS/CONTACT INFO
Health Plan Management System (HPMS) Help Desk	<p>The HPMS Help Desk is available to provide technical assistance to plans on the use of HPMS and its software modules</p> <p>For access or connectivity to HPMS Plans should contact one of the following: Don Freeburger - 410-786-4586 don.freeburger@cms.hhs.gov or Neetu Jhagwani - 410-786-2548 neetu.jhagwani@cms.hhs.gov</p>	<p>Toll Free Line: 800-220-2028</p> <p>E-mail: HPMS@cms.hhs.gov</p> <p>No web site</p>
Destination Rx Help Desk	<p>Supports issues including:</p> <ul style="list-style-type: none"> Medicare Drug Plan Finder Compare on the Medicare web site Drug pricing data submissions from the plans in support of the Medicare Drug Plan Finder Technical Support for the Online Enrollment Center. 	<p>Email: Plancompare@destinationrx.com</p> <p>Toll Free Line: 888-203-8497</p>



Customer Support Directory

RESOURCE	PURPOSE	HOURS/CONTACT INFO
Coordination of Benefits Contractor (COBC) Technical Help Desk	<p>Supports Part D plans and data sharing partners:</p> <ul style="list-style-type: none"> • Report problems connecting to Electronic Correspondence Referral System (ECRS) • Report problems with data file transmission for plans using T1/Connect:Direct to send data to COBC • Support Plan technical issue and questions 	<p>Telephone: 212-615-4357 7 a.m. – 10 p.m. M-F (EST) <i>Except holidays</i></p> <p>Note: <i>If an EDI Representative is needed for issue resolution, Plans will be referred by the technical help desk.</i></p>
COB Contractor (COBC)	<p>Supports the following:</p> <ul style="list-style-type: none"> ▪ Report employment changes, or any other insurance coverage information ▪ Report a liability, auto/no-fault, or workers' compensation case ▪ Ask general Medicare Secondary Payer (MSP) questions/concerns ▪ Ask questions regarding MSP development letters and questionnaires 	<p>Toll Free Line: 800-999-1118 9 a.m. – 5 p.m. M-F (EST) <i>Except holidays</i></p> <p>TTY/TDD: 1-800-318-8782</p>



Customer Support Directory

RESOURCE	PURPOSE	HOURS/CONTACT INFO
COB Consortia and Part D Representatives	Ask questions on the status or request immediate action on ECRS cases. This could include requests for information concerning a submitted inquiry, assistance request or congressional inquiry.	Refer to the Consortia Representative assigned to individual Plans, if unavailable, call COBC toll free line.

